



Kyrene Medical Center

Internal Medicine

124 S Kyrene Road, Chandler, AZ 85226

Phone: 480-598-4145 Fax: 480-598-4346

Thank you for choosing our office for your medical care. We have written these policies to keep you informed of our current office policies. Please refer to our website <http://www.kyrenemedicalcenter.com> for policy updates.

OFFICE POLICIES, EFFECTIVE SEPTEMBER 1, 2008

Office Hours:

Our office is open Mondays - Fridays, 8:00 am - 6:00 pm and Saturdays, 8:00 am - 4:00 pm. Please refer to our website <http://www.kyrenemedicalcenter.com> for additional closures like holidays.

Appointments:

We are accepting New Patients.

Same day appointments are usually available for New and Existing patients.

For new patients, or if you have any changes to your demographic information (such as a change of address or insurance), please arrive 15 minutes prior to your scheduled time.

For existing patients, please arrive at least 5 minutes prior to your scheduled appointment to allow us adequate time to properly check you in.

After-hours, Emergencies, and Holidays:

If you have a life-threatening emergency, call 911 immediately.

After hours, during holidays and weekends, Call **602-336-4172**, our answering service will contact the doctor for you.

Cancellations/Rescheduling:

Please call at least 24 hours prior to your scheduled appointment if you will not be able to keep your scheduled appointment. This allows us to provide that time slot to another patient. We attempt to confirm all appointments at least 24 business days prior to your appointment to allow you adequate time to reschedule or cancel. Failure to cancel or reschedule 24 hours in advance may result in a charge to you for a missed appointment.

Follow Up Visits:

It is important for your health to keep any follow up visits scheduled by your physician. You are asked to follow up so your physician can check up on any medication that was prescribed, tests ordered and other issues present. Notify your physician before you leave during your visit if you think you do not want a follow up so it can be documented.

Running on time:

We know your schedule is busy and that your time is valuable. Our staff makes every effort to keep on schedule. If you have been waiting more than 20 minutes and have not been advised of a delay, please speak to the receptionist or office manager to ensure that you have been properly checked in. Patients are seen in schedule order, with few exceptions.

Treatment of Minors:

As a specialist in Internal Medicine, this practice is limited to the treatment of adults. We recommend that you consult the services of a Pediatrician or Family Practitioner for children under the age of 14.

Physical Exams:

We believe that routine physical examinations ("preventative exams") are important to the maintenance of good health. Your insurance policy may or may not cover preventative exams. Please review your benefits prior to your appointment so you will know what is covered by your insurance plan. All patients who request a physical exam will be required to complete an Advanced Beneficiary Notice. Please check in 15 minutes prior to your scheduled appointment to complete all necessary paperwork.

Test Results:

A staff member will contact you if you need to take immediate action regarding your results. If the doctor needs to speak to you regarding your results, you will receive a phone call and be asked to schedule an appointment. If the test results does not require immediate attention, your physician will discuss the results and any action that needs to be taken during your follow up visits.



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Prescriptions and Refills:

The best time to get a prescription refill is at your appointment. If you need a refill, and your current prescription bottle indicates that you have refills remaining, please contact your pharmacy and have them fax a refill request. Most refills require the doctor's approval. Please allow 2 business days for us to process your refill request.

Narcotics:

We do not prescribe narcotics for chronic pain. Your physician will refer you to a pain management specialist for most chronic pain issues requiring the use of narcotics. After-hours narcotics requests will be denied.

Mail order prescriptions:

As a courtesy, our office will FAX your prescription to your mail-order pharmacy. If your insurance company requires an additional form to be submitted with your prescription, please tell the physician that you would like your prescription printed. If you would like our office to complete the form for you, there will be a \$20 charge (please refer to the Financial Policies).

Patient Dismissal:

While we make every effort to work with you, sometimes we feel it is best for all involved to dismiss you from our practice. If you are dismissed from the practice, you will be allowed 30 days for emergency treatment in our office. After that time, you will be required to seek the services of another physician in another office.

Common reasons for dismissal include but not limited to:

- Failure to keep appointments
- Noncompliance
- Abusiveness to staff
- Failure to pay your bill